

# Complaints Procedure

We are committed to providing a high-quality legal service to all our clients. However, if you are in any way dissatisfied with the service provided, then you have the right to complain. You can either express your complaint on the telephone or in writing, whichever you prefer. Your complaint will be referred to Michael Trueman, Director, and if the complaint is about him, it will be referred to Lorraine King, Director. If the complaint is about a conveyancing matter or wills and probate matter, it will be referred to Louise Trueman, Director.

## How to set out your complaint:

- Aim to keep your concerns short and to the point.
- Give example(s) of the problem.
- If you have more than one query or concern, list them and give them numbers so that it is easy for us to reply.
- Please indicate whether you are happy to receive a written reply or if you would prefer a meeting. If you request a meeting but then fail to make an appointment, we will proceed with investigating your complaint.

## How to contact us:

-  01865 722383
-  mtrueman@truemans.org.uk  
ltrueman@truemans.org.uk  
lking@truemans.org.uk
-  Eden House, 38 St. Aldates,  
Oxford, OX1 1BN

## What Comes Next →

We will acknowledge your complaint and refer this to Michael Trueman (or Lorraine King if the complaint is about MT, or Louise Trueman, if the complaint concerns a conveyancing matter or wills and probate matter). You will receive an acknowledgment within seven days to let you know that he/she will investigate the matter and report back to you within three weeks of receipt of your complaint. In some circumstances, an appointment may also be made for you to discuss your concerns with Michael Trueman (or Lorraine King if the complaint is about MT, or Louise Trueman, if the complaint concerns a conveyancing matter or wills and probate matter). If any of the timescales above change, we will let you know and explain why.

- If you are dissatisfied with the result of that investigation, you can contact the Legal Ombudsman about your complaint: **The Legal Ombudsman, Edward House, Quay Place, Birmingham B1 2RA.**
- Please note, however, that not all clients will be entitled to have their complaints reviewed by the Legal Ombudsman.
- Full details of who can complain can be found at [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk).
- The Legal Ombudsman expects you to give us eight weeks to try to resolve your complaint. Any complaint to the Legal Ombudsman must usually be made within six months of our final written response to your complaint.
- Please be aware that there are specific time frames within which the Legal Ombudsman can accept a complaint and that these time frames will be reduced from April 2023.
- We are regulated by the **Solicitors Regulation Authority (SRA)**, and take our regulatory we have been unable to resolve this with you directly; you might like to discuss it with the SRA
- Their contact details can be found here: [www.sra.org.uk/contact-us](http://www.sra.org.uk/contact-us).